

## Functional Area 5.10

### U-DO-IT SERVICES

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#### List of Technical Exhibits

<u>Exhibit Number</u>	<u>Title</u>
5.10-001	Contract Data Requirements Lists (CDRLs)
5.10-002	Recommended U-DO-IT Center Stockage List
5.10-003	Recommended Tool and Equipment Listing
5.10-004	Recommended Training Program
5.10-005	Example Repair Tasks

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## **Functional Area 5.10**

### **U-DO-IT SERVICES**

#### **5.10.1 INTRODUCTION**

The Contractor shall operate a U-DO-IT minor construction program, a maintenance and repair program, and an issue point called the "U-DO-IT Center" for family housing, barracks, and building occupants at Fort Lee under the guidance of the Government. The U-DO-IT program provides Post military and civilian units and family housing residents with the training, tools, and supplies needed to maintain, repair, and perform minor construction on buildings and quarters. The intent of the program is to involve occupants in the preservation and upgrade of their premises. Operation of the U-DO-IT program shall be performed by qualified personnel in accordance with applicable laws, regulations, and documents in Section C-6, including TRADOC Regulation 420-5. Technical Exhibits provide expanded information for this Functional Area.

#### **5.10.2 SCOPE OF SERVICES**

##### **5.10.2.1 Work Area/System Description**

U-DO-IT services shall include:

- Training of potential users of the U-DO-IT program in basic skills required to utilize the materials and tools available through the program
- The preparation of bills of materials for each project authorized by the Government under the U-DO-IT program
- Pre-inspection of the U-DO-IT participant's proposal
- Provision of on-going instruction/consulting to participants in the U-DO-IT program as each project continues to its completion
- Final inspection of the work site to ensure that the work meets applicable codes and safety requirements
- Reporting of supply and material costs to the Government for each formal U-DO-IT project authorized

Typically 80% of users are housing occupants and 20% are Installation occupants. At any given time, the U-DO-IT Center maintains approximately \$85,000 of expendable stock items and \$20,000 of equipment available for loan (such as rakes and saws), not including a 3/4 ton 4-wheel drive pickup truck which is available for rental.

##### **5.10.2.2 Work Management and Control**

5.10.2.2.1 Reporting Requirements. The Contractor shall prepare, submit, and maintain all records and reports as specified herein and in accordance with the Contract Data Requirements List (CDRLs) in Technical Exhibit 5.10-001.

5.10.2.2.2 Publications and Forms. Specific publications and forms required for the accomplishment of work described in this Functional Area are listed in Section C-6.

5.10.2.2.3 U-DO-IT Guides. Guides for U-DO-IT repair and maintenance tasks are shown in TM 5-610.

5.10.2.2.4 Customers. The term "customers" throughout this Functional Area shall mean Post and Family Housing U-DO-IT program customers. The Contractor shall release only those items authorized for U-DO-IT issue to qualified customers who are in the U-DO-IT Center database.

5.10.2.2.4.1 Building Coordinators. Customers in non-housing buildings shall mean the building coordinators. Up to four individuals per building are authorized by the Government to request and accept U-DO-IT materials. The names and signatures of these individuals will be provided to the Contractor by the Government. The Contractor shall ensure that all non-housing requests for U-DO-IT items are signed by the using unit's building coordinator.

5.10.2.2.5 U-DO-IT Center Warehousing. The Contractor shall maintain warehouse space for U-DO-IT supplies and materials in accordance with TM 743-200-1 and TM 743-200-2. The Contractor shall keep an updated central locator file of all supplies and materials. The central locator shall include the following information for each item in stock: nomenclature, current location(s), unit cost, and quantity on hand.

5.10.2.2.5.1 Labeling of Supplies. The Contractor shall prepare, apply, and maintain item storage identification labels, tags, or placecards to provide item identification of supplies. The Contractor shall use DA Form 4013, Locator and Bin Card, for all small item locations of supplies and materials.

5.10.2.2.5.2 Center/Warehouse Environment. The Contractor shall maintain the U-DO-IT Center/warehouse in a clean, secure, hazard-free storage environment to preclude pest infestation, water damage, fire hazard, and wind or storm damage to supplies and materials.

5.10.2.2.6 Special Instructions. Reserved.

### 5.10.3 SCHEDULED TASKS

#### 5.10.3.1 Operation of the U-DO-IT Center

The Contractor shall stock and operate the U-DO-IT Center 52 weeks a year, Tuesday through Saturday, except Federal holidays, from 0830 to 1700 or as directed by the COR. Operating hours shall be displayed prominently both outside and inside the facility. Any changes to the hours of operation shall be approved by the COR and published in the *Fort Lee Traveler* no later than one week prior to implementation.

5.10.3.1.1 Store Stock. The Center shall supply Government-owned parts and materials for users of the U-DO-IT program. A sample stockage list of U-DO-IT Center items is provided in Technical Exhibit 5.10-002.

5.10.3.1.1.1 Stockage List. The Contractor shall develop a list of U-DO-IT Center items, to include stockage levels, and shall submit the list to the COR for approval within 30 calendar days after Contract award date (CDRL 510R001). Unless otherwise approved by the COR, stockage levels shall not exceed ten working days and shall be based on historical customer demand.

- a. Stockage List Updates. Prior to the start of each fiscal quarter, the Contractor shall update the stockage list based on historical customer demand and new techniques/improved products/new products. The Contractor shall submit the updated list to the COR for approval not later than 30 calendar days prior to the start of each fiscal quarter (CDRL 510R001).
- 5.10.3.1.1.2 Stockage Levels. The Contractor shall maintain the stockage level for required items in the U-DO-IT Center at the level approved in the stockage list, unless otherwise approved or directed by the COR.
- 5.10.3.1.1.3 Requisitioning. The Contractor shall requisition supplies on the approved list by submitting DA Form 2702, Bill of Materials, to Government Supply (CDRL 510R002).
- 5.10.3.1.2 Display Area. The Contractor shall maintain a display area at the U-DO-IT Center. The display area shall contain examples of items available from the Center, including new items, and shall be maintained in an orderly manner during operating hours.
  - 5.10.3.1.2.1 Tool and Work Literature/Videotapes. The Contractor shall provide a stand, table, or other device on which the Contractor shall place and maintain current literature and videotapes on the use and care of tools and equipment, methods of doing various U-DO-IT tasks, and other relevant information for the users of the U-DO-IT program. The literature/videotapes shall be located within or adjacent to the display area and shall be readily accessible to customers.
- 5.10.3.1.3 Database Software. The Contractor shall use Government-provided software to maintain a database of customer files, account for all issues and returns, monitor equipment repair, monitor customer usage, control U-DO-IT Center inventory, and generate reports as required.
  - 5.10.3.1.3.1 Customer Files. The Contractor shall maintain current files of all authorized U-DO-IT program users. A database of U-DO-IT customer files will be turned over to the Contractor at the start of the Contract. The Contractor shall use this database as the basis for initial U-DO-IT Store customer files and shall update the database with all new U-DO-IT program users upon completion of U-DO-IT program training. The Contractor shall return the files (including new U-DO-IT customers) to the Government at Contract completion or termination.
    - a. Customer Clearance. The Contractor shall process customers clearing post by updating the database and deleting the customer file. The Contractor shall ensure that all equipment and tools loaned to U-DO-IT program customers seeking clearance have been returned prior to authorizing the clearance.
- 5.10.3.1.4 Issue of Items from U-DO-IT Center. The Contractor shall issue U-DO-IT supplies and materials to authorized customers. The Contractor shall ensure that U-DO-IT supplies are not issued to the Contractor's workforce for non-U-DO-IT use. If the requested item is not available for issue, the Contractor shall inform the customer of the approximate date the item will be available, and notify the customer when the item is available for issue.

- 5.10.3.1.4.1 Required Identification. Issues for materials may only be signed for by holders of current U-DO-IT cards. U-DO-IT facility personnel are not permitted to sign for materials for persons that do not possess a U-DO-IT card.
- 5.10.3.1.4.2 Issue of Material. The Contractor shall only issue materials on the approved U-DO-IT Center item list.
- a. Items not Approved. The Contractor shall not issue items that are not approved for across the counter issue until the customer presents a DA Form 4283, which has been submitted to and approved by the Government.
  - b. Construction Material and Material Exceeding \$100. Material for construction projects and any project that exceeds \$100 requires a Government-approved DA Form 4283. Supply issuance for these projects shall proceed in accordance with Paragraph 5.10.4.3.
- 5.10.3.1.4.3 Transaction Records. The Contractor shall maintain records by housing unit and building number of all items issued. Records shall reflect date of issue, individual item and total cost, number of items issued, transaction number, quantity of issue, and signature of authorized user receiving the materials.
- 5.10.3.1.4.4 Reporting Requirements.
- a. Consumable Usage Report. At the end of each fiscal quarter, the Contractor shall prepare a written report on percentage of U-DO-IT usage by facility/activity and the total dollars spent by each facility/activity, including family housing units. The report shall be submitted to the COR within 15 calendar days after the end of the quarter (CDRL 510R003).
  - b. Financial Report. At the end of each fiscal quarter, the Contractor shall prepare a written report detailing the finances of the U-DO-IT Center, to include dollar value of all supplies purchased and distributed during the quarter. The report shall be submitted to the COR within 15 calendar days after the end of the quarter (CDRL 510R004).
  - c. Self-Help Report. The Contractor shall prepare and maintain a Self-Help report at the end of each operational day to track dollar value of items distributed, number of customers, and number of items distributed. Within five working days after the end of each month, the Contractor shall prepare a monthly summary report compiling the daily information and submit it to the COR (CDRL 510R005).
- 5.10.3.1.4.5 Returned Materials. The Contractor shall accept returned materials which were issued and not used. A credit shall be issued to the appropriation originally charged. Materials shall be replaced in stock to be reissued as the need arises.
- 5.10.3.1.4.6 U-DO-IT Supplies and Materials Inventory. At the end of each fiscal year, the Contractor shall perform an inventory of U-DO-IT supplies and materials, to include reconciliation, as required by AR 420-18 and AR 735-5. The Contractor shall submit a copy of the inventory to the COR within 15 calendar days of the end of the fiscal year (CDRL 510R006).

- a. Adjustments. The Contractor shall prepare adjustment documents to inventories as required by AR 735-5 and as directed by the COR (CDRL 510R007).

5.10.3.1.5 Tools and Equipment. The Contractor shall stock and maintain tools and equipment available for loan to the U-DO-IT program customers. The Contractor shall stock as a minimum tools and equipment required to do most U-DO-IT projects. A recommended tool and equipment listing is provided in Technical Exhibit 5.10-003.

5.10.3.1.5.1 Tool and Equipment Listing. The Contractor shall develop a list of U-DO-IT program tools and equipment and shall submit the list to the COR for approval no later than 30 calendar days after Contract award date (CDRL 510R008).

- a. Updated Tool and Equipment Listing. The Contractor shall update the list of tools and equipment as required and shall submit the list for approval by the COR no later than 30 calendar days prior to the proposed effective date of the change (CDRL 510R008).

5.10.3.1.5.2 Turn-In of Tools. Government-owned excess serviceable tools and equipment and unserviceable or uneconomically repairable tools and equipment shall be turned in to the COR using a DA Form 3161, Request for Issue or Turn In (CDRL 510R009).

5.10.3.1.5.3 Tool/Equipment Preventive Maintenance. The Contractor shall maintain all tools and equipment in good working condition and perform preventive maintenance as specified in the manufacturers' manuals each time the tool or equipment is returned by a U-DO-IT Center customer after its use.

5.10.3.1.5.4 Issue of Tools/Equipment. The Contractor shall issue nonexpendable tools and equipment, on request, to qualified U-DO-IT program customers on a 24-hour loan basis. At the Contractor's discretion, tools may be loaned for a longer period if no other customer has requested the item. The Contractor shall record all issues on a Request for Issue or Turn-in (DA Form 3161) signed by the customer, and shall maintain the forms.

5.10.3.1.5.5 Overdue Tool/Equipment Records. The Contractor shall establish and maintain a record of all tools and equipment loaned to customers. The Contractor shall inspect these records daily to ensure that tools and equipment are returned when due. In the event that the customer fails to return tools or equipment within the required timeframe, the Contractor shall notify the COR and request assistance in obtaining the timely return of the tools and equipment.

5.10.3.1.5.6 Lost, Stolen, and Damaged Tools. The Contractor shall notify the COR when tools or equipment are lost, stolen, or damaged by customers.

### **5.10.3.2 Repair Shop**

The Contractor shall maintain a shop and provide a craftsman at the U-DO-IT Center facility to receive and make minor repairs to removable building components brought in by customers for repair or replacement. A list of example repair tasks is provided in Technical Exhibit 5.10-005. Upon request for service by a customer, the Contractor shall schedule an appointment to accomplish the work.

#### 5.10.4 UNSCHEDULED TASKS

##### 5.10.4.1 U-DO-IT Customer Training

The Contractor shall provide U-DO-IT training to authorized family housing occupants. U-DO-IT training shall include:

5.10.4.1.1 Training Plan. The Contractor shall submit a recommended training plan and course of instruction to the COR no later than 30 calendar days after Contract award date for approval (CDRL 510R010). The Contractor shall update both the training program and course of instruction as new topics, materials, and techniques become available or as changes are required. The Contractor shall submit updates to the COR for approval no later than 30 calendar days prior to the proposed effective date of the change (CDRL 510R010). A copy of a recommended training program is provided in Technical Exhibit 5.10-004.

5.10.4.1.1.1 Teaching Methods. The Contractor shall utilize videotapes, printed handout material, and physical demonstrations of actual work in the training program.

5.10.4.1.2 Equipment Handling and Safety. Customers shall be instructed on the proper handling of equipment and other safety measures. Personal safety and precautions to be taken during the performance of U-DO-IT projects shall be stressed.

5.10.4.1.3 Course Content. Customers shall be instructed on such subjects as:

- interior and exterior painting
- minor carpentry
- minor electrical and plumbing repairs
- cleaning, waxing, and polishing of floors
- minor phases of insect and rodent control
- grounds maintenance
- general housekeeping responsibilities
- an introduction to the U-DO-IT program at Fort Lee.

5.10.4.1.4 Scheduling of Family Housing Classes. The Contractor shall coordinate with the Housing Services Officer to determine class dates for family housing occupants based on a roster of eligible occupants submitted by the Government. Scheduled classes shall not exceed 16 personnel per class. The Contractor shall schedule classes Monday mornings at 1000, or at another time approved or requested by the Housing Services Officer or representative, within 14 days of receipt of a class roster from the Government. Classes shall generally be held whenever housing has at least 16 new arrivals.

5.10.4.1.5 Reporting Requirements. The Contractor shall keep a record of attendance, to include the attendee's name, address, and date of class attended, in the U-DO-IT Center database. The Contractor shall provide a listing of the same information for occupants who complete the training to the Chief, Housing Division, DPW, within



three working days after course completion (CDRL 510R011). Additionally, the Contractor shall submit a list of occupants failing to attend two consecutively scheduled Family Housing U-DO-IT classes. This list shall be submitted to the Chief, Housing Division, DPW within three working days after the second missed class (CDRL 510R012).

- 5.10.4.1.6 Training Certification. The Contractor shall prepare and present Certificates of Proficiency (DA Form 3941) to those personnel successfully completing training. Computer generated identification cards may be issued in lieu of DA Form 3941, when so directed by the Government.

#### **5.10.4.2 Additional Training Courses**

The Contractor shall provide one-on-one U-DO-IT training for U-DO-IT program customers on an as-needed basis when customers have submitted Work Requests for minor construction projects and these requests have been approved by the Government. The Contractor shall provide types of training not covered under the normal U-DO-IT training program and the training shall be consistent with allowing the customer to complete the U-DO-IT project. Training shall not be esoteric in nature and shall be of a type that a nonprofessional worker can comprehend.

#### **5.10.4.3 U-DO-IT Project Estimating and Inspection**

The Contractor shall coordinate all projects done by customers of U-DO-IT. This shall include estimating and ordering materials, ensuring that work is done correctly, and providing any necessary training.

- 5.10.4.3.1 Required Documentation. Prior to the performance of a U-DO-IT construction project, the customer will submit a completed DA Form 4283 and DA Form 4284 to the Government, who will forward them to the Contractor in a project folder. The Contractor shall estimate the materials required to complete the project and shall prepare a DA Form 3161, Request for Issue and Turn-In, and DA Form 2702, Bill of Materials. For U-DO-IT projects requiring utility clearances, the Contractor shall annotate on DA Form 4284 and DA Form 2702 the words "UTILITY CLEARANCE REQUIRED" in prominent lettering. The Contractor shall annotate any required inspection(s) on DA Form 4284. The Contractor shall forward the completed DA Form 2702 to Government Supply for issuance of materials within one work day of receipt of the project folder. All other forms shall be maintained by the Contractor in the project folder.

#### **5.10.4.3.2 Types of Inspections for U-DO-IT Projects.**

- 5.10.4.3.2.1 Inspection of Construction Projects. The Contractor shall schedule inspections of all U-DO-IT minor work for compliance with building and safety codes and regulations. The Contractor shall conduct the inspections prior to turn-on of utilities or connection to existing systems. Structural inspections shall be conducted prior to enclosure of the construction site that would later prevent detection of structural defects. When notified by the customer that the project is complete, the Contractor shall conduct a final inspection of the U-DO-IT project to determine if the project was done in an acceptable manner.

- 5.10.4.3.2.2 Inspection of Expendable Issues. In addition to the above construction projects, the Contractor shall also perform periodic inspections of U-DO-IT work to

ensure that expendable issues are being utilized for intended purposes. The Contractor shall perform a field check on all issues with a total dollar value in excess of \$100.

- 5.10.4.3.3 Inspection Documentation. Each inspector shall affix his/her signature and the inspection date to the inspection annotation on DA Form 4284. In addition, written reports of all inspections performed during the month shall be submitted to the COR within five working days after the end of each month (CDRL 510R013).
- 5.10.4.3.4 Project Completion. When the U-DO-IT project has been completed and all inspections indicate that the work was accomplished in a satisfactory manner, the Contractor shall print a Work Phase Audit Listing for the project and forward the project documentation in the project folder to the DPW Production Control Desk within four working days (CDRL 510R014).
- 5.10.4.3.5 Disputes and Unsatisfactory Work. When disputes between the Contractor and customers arise over the acceptability of the work, the Contractor shall notify the Chief, Housing Division, DPW, and Chief, Operations Division, stating the reason(s) why the work is not acceptable. The Chief, Housing Division, and Chief, Operations Division, will have the final authority on acceptability of the work.

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